

The DMV Wallet identity verification process enhances security and streamlines the student enrollment process.

If you encounter questions or technical issues, use the contacts below to find the right help quickly.



DMV Instructions and Support

The CA DMV Wallet with Mobile Driver's License (mDL) is a self-service identity verification option, but the CA DMV website offers a lot of instructions and help.

Use the following CA DMV webpages for general information, instructions, and help setting up your CA DMV Wallet app and mDL:

- [How to get started with DMV Wallet](#)
Questions? Scroll down this page to use the mDL Assistant
- [CA DMV mDL Frequently Asked Questions](#)
- [DMV Offices Offering Help with mDL](#)

Use this map to find in-person help on setting up your CA DMV mDL, available at select DMV offices statewide

You can also get help via a chatbot or live agent by selecting the **"Ask DMV"** tab displayed on every CA DMV website page (agents available Monday to Friday, 8 a.m. to 5 p.m. Pacific time).



Other Support

- If you are having difficulty with a college network or assigned device, Contact your college IT department
- If you want to know more about your college's identity verification policies, contact your college Admissions and Records office



General Inquiries

For questions about DMV Wallet verification within OpenCCC and CCCApply:

Application Process & Status:

Contact your college's Admissions Office

- Phone Number:
- Email:

Financial Aid Questions:

Contact your Financial Aid Office

- Phone Number:
- Email:

Technical Support:

For issues with campus systems or devices, contact your college IT Department

- Phone Number:
- Email:

OpenCCC/CCCApply Assistance:

For general application or account help, visit the California Community Colleges Help Desk.

Website: ccchelp.info

Email: support@openccc.net

Phone: 1-877-247-4836